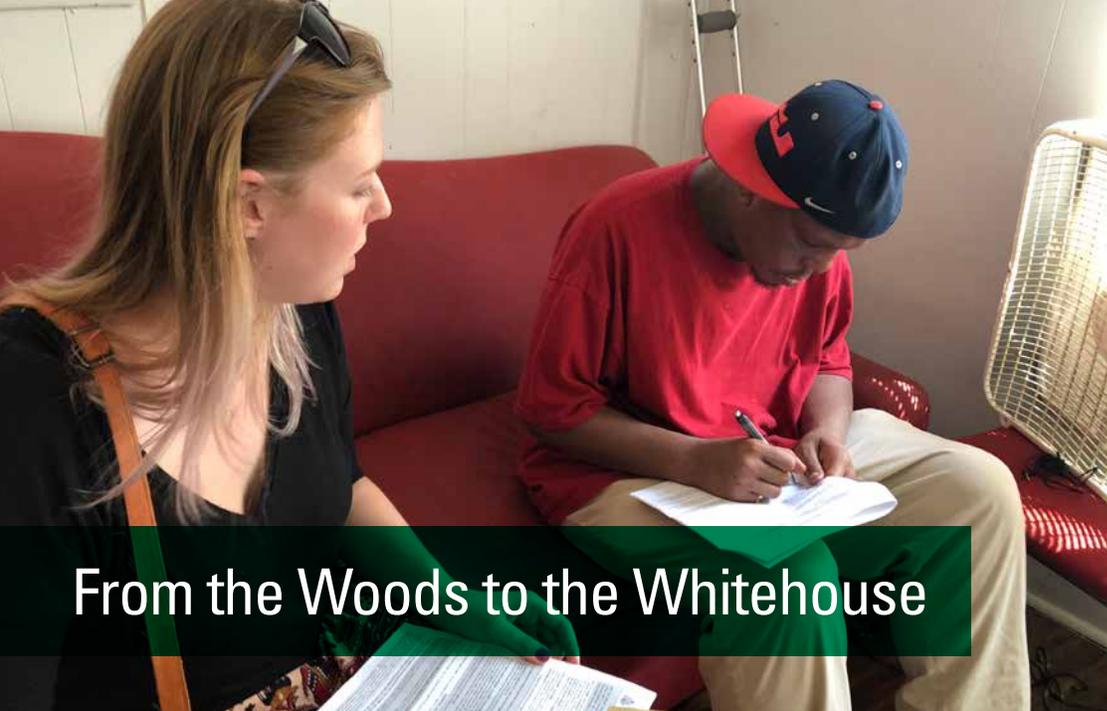




Annual Report for  
Urban Ministry Center

July 1, 2017 – June 30, 2018

*Bringing the community together to end homelessness.*



## From the Woods to the Whitehouse



### Housing Programs

**120** tenants at **Moore Place**  
 ▪ 97% retention rate

**196** tenants in **Scattered Site Programs** with capacity for 300

- 108 with Homeless to Homes
- 46 with MeckFUSE
- 42 with Housing First Charlotte Mecklenburg Partnership

### Street Outreach

**72** clients housed

**91** housing apps submitted

**66** housing ready documents acquired (ID/SS card/birth certificate)

**27** clients connected with food stamps

**B**yron was 20 years old and attending CPCC studying small business with the support of his mom, when she became ill in 2007. He quit school to care for her, but in 2009 she had to be moved to a nursing home where she passed away soon after. The house was willed to Byron, but he was unfortunately unable to afford the taxes and upkeep of the home. For a few years he stayed with family and friends, but eventually he found himself wandering the streets of Charlotte, sleeping in the woods or staying dry at a bus stop—living the life of a nomad, as he describes it. Without income, a stable home, or support system, Byron's mental health issues were preventing him from leading a productive life.

Byron visited Urban Ministry Center often for lunch or other services, and during these visits he enjoyed getting to know some of the staff and volunteers, including Mecklenburg County Homeless Services Program Coordinator Megan Coffey. Megan was able to connect Byron to a SOAR worker to help him apply for disability income, and she referred him to **UMC's Street Outreach** team. Director Allison Winston began working with him, helping him get 'document ready' for housing. Together, they filled out a housing program application and he was accepted into the Housing First Charlotte Mecklenburg Partnership (HFCMP) housing program- one of UMC's Scattered Site programs.

Our **Scattered Site** program provides permanent supportive housing for people who suffer at least one disability and have been homeless for at least one year. The apartments in the program are owned and managed by several different landlords and are located all over Charlotte. Once accepted into the program, each tenant is provided a case manager to help him or her be successful. There is a housing specialist, a nurse who makes home visits, a SOAR specialist to help people apply for the disability income they are eligible to receive, a weekly support group, and a dozen or so social events each year to help build community. Mecklenburg County Community Supportive Services is an important

partner for many of our housing programs, including HFCMP where all case management is provided by their Licensed Mental Health Clinicians.

When Byron was accepted into HFCMP in August 2017, he began working with county worker Andrea Magistro—he was one of her first clients in the program. Before they found housing, Andrea remembers taking Byron to appointments then asking, "Where should I drop you off?" Byron's response, "I don't know." He really had no place to go. A few years earlier his dad had come to visit. Byron had scraped together some money for them to rent a motel room, but when the hotel staff saw the UMC address, 945 N. College St., on his ID, they refused to give him a room. He was humiliated.

On December 23, 2017, Byron was finally able to move into his apartment. That's when he began describing his journey so succinctly, "from the woods to the Whitehouse." The inside of his apartment is painted white, but this sentiment is really about position—about having a place to go; about a place where he's in charge. In February 2018, Byron's SSI disability application was approved. Housing and income have helped his life come together. He is able to pay his own rent (30% of his income), purchase food, a bus pass, and most importantly, host his family. His favorite moment so far has been a visit from his dad and step-mother. Instead of being humiliated, he felt blessed to offer a cozy place for them to stay, and they are so proud of him.

In addition to the regular case management Andrea completes with Byron, they are embarking on something never heard of before in our housing programs. Byron wants to get his passport. He's not sure how or when he can travel internationally, but he wants to be prepared for an opportunity. Maybe Jamaica, where he has family. Reconnecting with family is one of our favorite outcomes of permanent supportive housing, and living in the 'Whitehouse,' no one knows that better than Byron.

## SABER

**64** new clients

**79.5** average clients served each week

**82%** graduated from 3-month treatment

**43%** graduated 9-month treatment + continuing care



For over a decade, the **community garden** at our College Street campus has provided nourishment for the spirit and the body, for both neighbors and volunteers alike; but last year it began to offer a new purpose and importance for UMC programs.

As the recreational therapist for our **SABER** (Substance Abuse Education & Recovery) program, Laura McCarthy helps men in the 90-day outpatient treatment program form habits of daily self-care through exercise (YMCA), stress management (Yoga One), and hobbies (community garden). While keys to the SABER program include housing and abstinence with frequent drug testing, it's the coping skills offered to the men which make them ultimately successful at maintaining their sobriety. The garden has come to play a role in that success.

Every Tuesday, led by Ms. Laura, SABER mates are responsible for getting to the College Street campus to give back. They plant, weed, nurture, and harvest the vegetables available to everyone. The produce they grow is important, but the gardening itself helps their recovery. "It has given me hope that I too can grow into a valuable thing in life"; "it helps me get outside of myself"; "it shows what you nurture in life is what will flourish"; "I am doing something useful and productive with my time"; are all comments we've heard from the SABER mates describing their time in the garden.

Neighbors visiting the garden can pick anything they like, but every Tuesday when the produce is harvested, it is donated to The Bulb, a nonprofit mobile market founded by

social worker Alisha Pruett in 2016. Alisha had noticed that when she reached out to farmers to support the families she was working with, her caseload stabilized. People were more successful in housing when they were well fed. Now her mobile market serves 30+ neighborhoods around Charlotte weekly, another 15 on rotation, and even the transit center during the summer, providing FREE produce to food-scarce locations. She stops at Moore Place every other Monday.



Tenants living at **Moore Place**, our 120-unit permanent supportive housing complex, rave about her visits. Moore Place tenants are typically on a fixed disability income with very little or no SNAP (food stamp) support. Alisha likes building community and making people "smile over

lettuce," but in talking with Moore Place tenants we learn why they value Alisha and the market so much. Kenny reports local grocery stores are expensive and do not offer quality produce. Jonovia explains that some of Moore Place's tenants are physically disabled and not having to go out to get produce is a huge help. And Terry likes that Alisha is consistent in her visits and the produce offers healthy choices for people who have health concerns like his own diabetes or blood pressure issues.

Laura, our SABER mates, many volunteers, and our partnership with The Bulb have all helped add new purpose to our community garden. We are grateful for the relationships the garden has helped grow and strengthen, and we look forward to more nourishment, healing, and harvests to come.



**From the UMC Garden to Moore Place**

Nearly 500 people come each day to our College Street campus on the edge of uptown for an array of basic services, engagement in our art program, or emergency winter shelter that we coordinate.

Assisting with **basic needs** is the best way to connect and build relationships with our neighbors, one day at a time and one life at a time. Talking over soup or after a hot shower gives our staff and volunteers the time to build connections and help people along a path toward housing.



## Neighbor Services



### Neighbor Services

**98,101** lunches served at the Soup Kitchen

**200,000+** sandwiches donated by 300+ groups and individuals for **Operation Sandwich**

**319** days drinks were provided at lunch by nearly 100 different groups

**9,817** phone sessions

**11,382** showers

**6,094** loads of laundry

**1,984** van transports

**5,367** counseling sessions for 2,247 unique individuals

**476** prescriptions filled

**409** I.D. assistance (does not include vouchers provided on the van)

**45** clients housed through case management

**4,698** bus passes

- 828 for new employment assistance

**142** new work boots or clothing items distributed for new employment assistance

**213** dental van clients (an average of 17 clients each visit)

**1,570** nurse visits from Charlotte Community Health Clinic

**33.25** average weekly **ArtWorks** neighbor participation

**16** average number of newly engaged neighbors per month in ArtWorks

#### Room In The Inn

**16,625** overnight accommodations provided in the 22nd season (Dec. 1, 2017 - March 31, 2018).

- 1,504 individuals served
- 125 hosts participated

# Community Education



Our **Community Education** offerings (My Name Is, Walk In My Shoes, etc.) for both youth and adults provide a clearer understanding of the complex issues of homelessness in Charlotte. Sharing this knowledge is a meaningful contribution to our work resulting in better informed citizens, advocates, and service leaders. Email [education@urbanministrycenter.org](mailto:education@urbanministrycenter.org) for more information.

*"The UMC presentation on Homelessness to the adult Sunday school classes was exceptional in every way. The presenters recounted personal stories, provided strong data, gave historical background, and then did a masterful job answering the many questions that we had."*

– Selwyn Avenue Presbyterian Church

*"My Name Is Tom" has changed how we see homelessness forever. The class resolved many preconceived notions about homelessness and revealed to us simple ways we can make a difference for our brothers and sisters dealing with homelessness."*

– First United Presbyterian

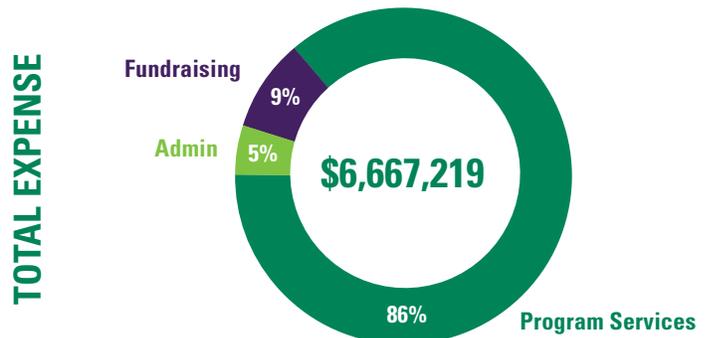
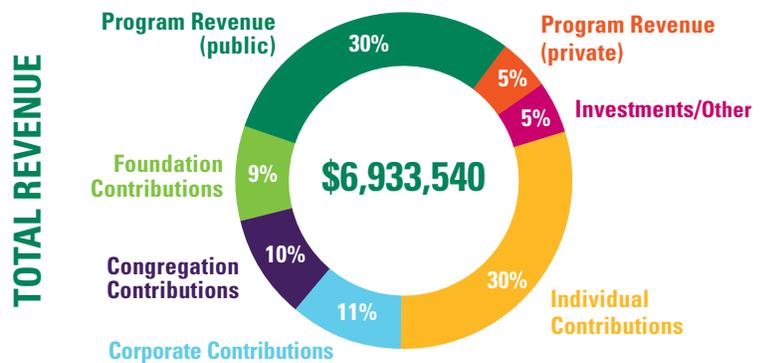
## Community Engagement

**3,106** individuals made up 86 community education groups

**29,000** hours donated by an estimated 5,000 volunteers

**309** individuals comprised 25 garden groups

## Financials for fiscal year ended June 30, 2018



**CHARITY NAVIGATOR**  
★★★★ Four Star Charity

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